



# Cisco Digital Set-Top

## Model 8389DVB Digital Video Recorder



### Back Panel

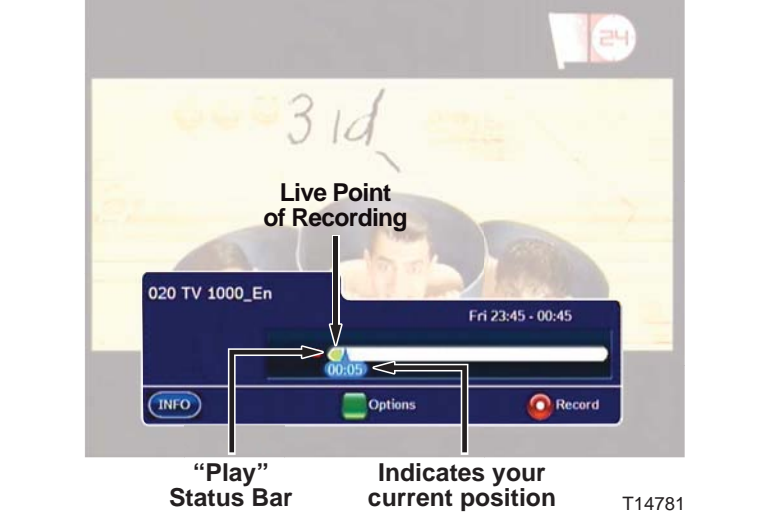


- 1 RF In Connects to the RF cable that delivers the signal from your service provider.
- 2 Multi TV Reserved for future use.
- 3 Ethernet Connects to Ethernet-equipped device.
- 4 HDMI Connects to HDMI™ input of TV.
- 5 Y Pb Pr Connects to component video input of TV.
- 6 Video Out Connects to composite video input of TV.
- 7 S-Video Out Connects to S-video input of TV.
- 8 Audio Out (L/R) Connects to left/right audio inputs of TV or other device.
- 9 Audio Out (L/R) Connects to left/right audio inputs of TV or other device.
- 10 Optical Audio Out Connects to optical audio input of a TV or other device.
- 11 AC In Connects to a power receptacle.
- 12 On/Off Switch Turns set-top on and off.

### DVR Functions

#### Understanding the Live TV Buffer and Recordings

The Live TV Buffer allows you to control Live TV and DVR recording while you are watching live TV. This DVR buffer stores 60 minutes of content from the channel you are watching.



We will use two examples to show how the Live TV Buffer works. For both examples, we will assume that a football match on a sports channel starts at 3:00 PM and ends at 4:00 PM.

**Example 1:** You tune to the sports channel at 2:45 PM (15 minutes before the football match starts). You decide to start recording the football match between 3:00 PM and 3:45 PM, so you press the RECORD button on your remote and then you select the option to record until the end of the program.

Thanks to the Live TV Buffer, you will record the entire football match to your DVR because the Live TV buffer contains the program from the time it started at 3:00 PM.

### Favorites List

To view a different Favorites list in the EPG, press **EPG**, then press the **Red** key. When you press the **Red** key, the favorite name becomes highlighted and you can navigate left and right to change the favorites list. The box at the top of the grid shows the current Favorites list.

Use the left and right arrow keys to select a different Favorites list, and then press **OK**.

#### Setting Up Favorites Lists

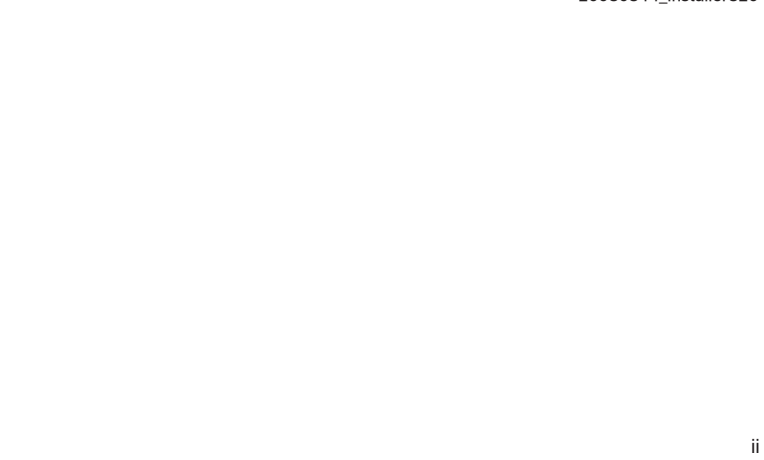
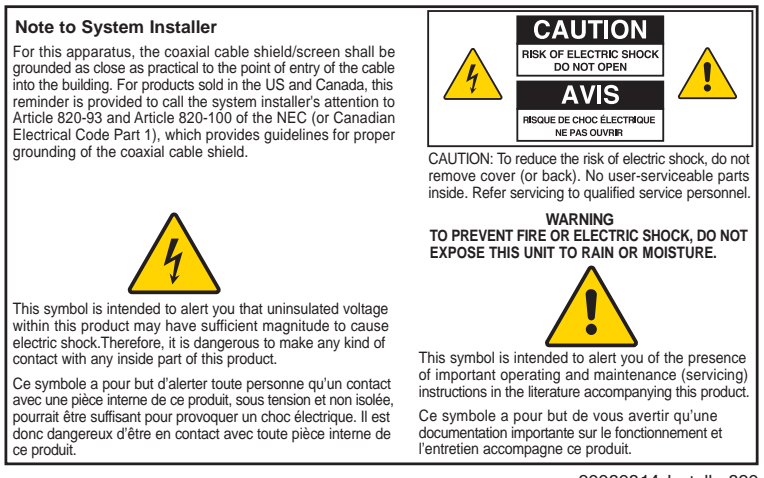
To set up or change a Favorites list in the Main Menu, use the arrow keys to scroll down to Favorites and click **OK**. Any Favorites list that you create will be marked with a blue star. These are the only lists you can change.

Press the **Green** key to create a list. Use the arrow keys to enter a name for the list. Use the up and down arrows to change characters, and use the right arrow key to add new characters. Press **OK** when you finish entering the name.

The list of available channels appears on the right-hand side of the screen. Use the up and down arrows to select the channels you want to add, and press the **Green** key to add them to the list of favorite channels on the left.

### Notice to System Installer

The servicing instructions in this notice are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.



### Connecting the Set-Top

To connect your set-top to your entertainment devices, complete these steps.

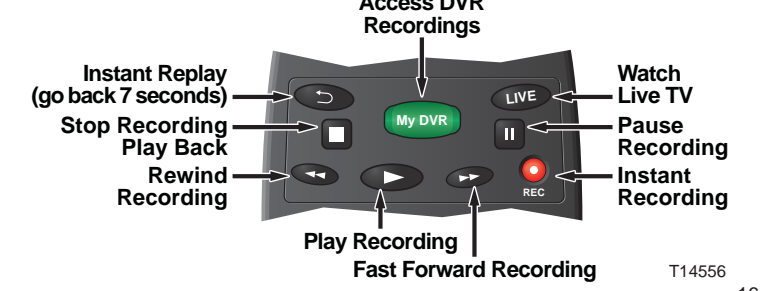
- 1 Connect your TV to the set-top. (See connection diagram.)
- 2 Plug the set-top and the TV into a power source that is not controlled by a wall switch.
- 3 Do not turn on the set-top or TV yet.
- 4 Wait for the power LED to illuminate. It may take several minutes for the set-top to receive the latest software, programming, and service information.
- 5 Press **POWER** on the remote control.
- 6 The first time you turn on the set-top, the Setup Wizard will start. Read and follow the directions on the screen to get your set-top ready for use.

### Example 2

You tune to the sports channel at 3:05 PM and decide to start recording some time between 3:00 PM and before 4:05 PM. In this case, you will not record the first 5 minutes of the football match because you did not turn to the channel earlier.

#### Notes:

1. Schedule DVR recordings or use the Manual recording option to make sure that you record your favorite events.
2. The time that you start a recording is vital; it is not the 1 hour buffer that completely gets recorded. Two things matter most when recording a program to your DVR: the program time and the time at which you start a recording.
3. You can record two programs at the same time or you can record a program while watching another one.
4. Press the **PAUSE** button to pause live TV or a recording.
5. Press the **PLAY** button to resume playing live TV or a recording.
6. Press the **REWIND** or **FAST FORWARD** buttons continually for different speed options.
7. Press the **LIVE** button to catch up to live TV.
8. Press the **PAUSE** button and then press the **FORWARD** or **REWIND** keys to activate slow motion while watching live TV. To resume normal play, press the **PLAY** button again.
9. Press the **INSTANT REPLAY** button to see the last 7 seconds of live TV or recording.

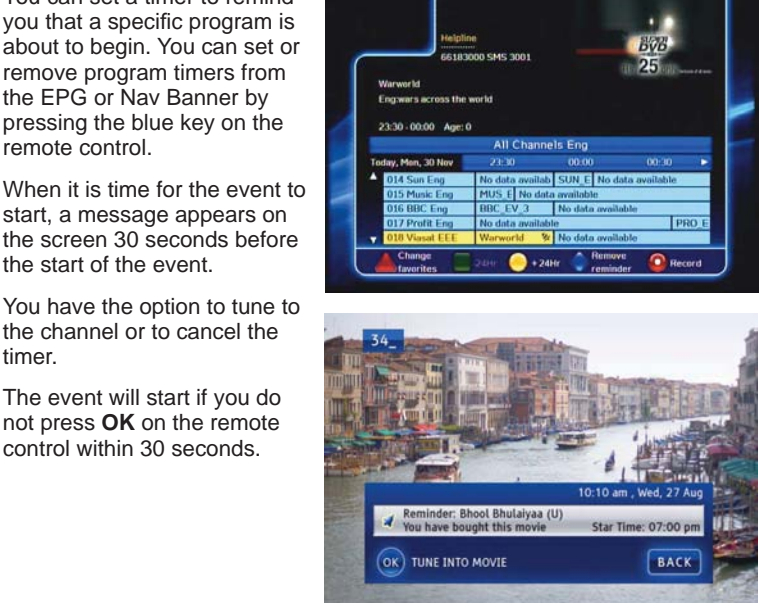


### Program Reminders

You can set a timer to remind you that a specific program is about to begin. You can set or remove program timers from the EPG or Nav Banner by pressing the blue key on the remote control.

When it is time for the event to start, a message appears on the screen 30 seconds before the start of the event.

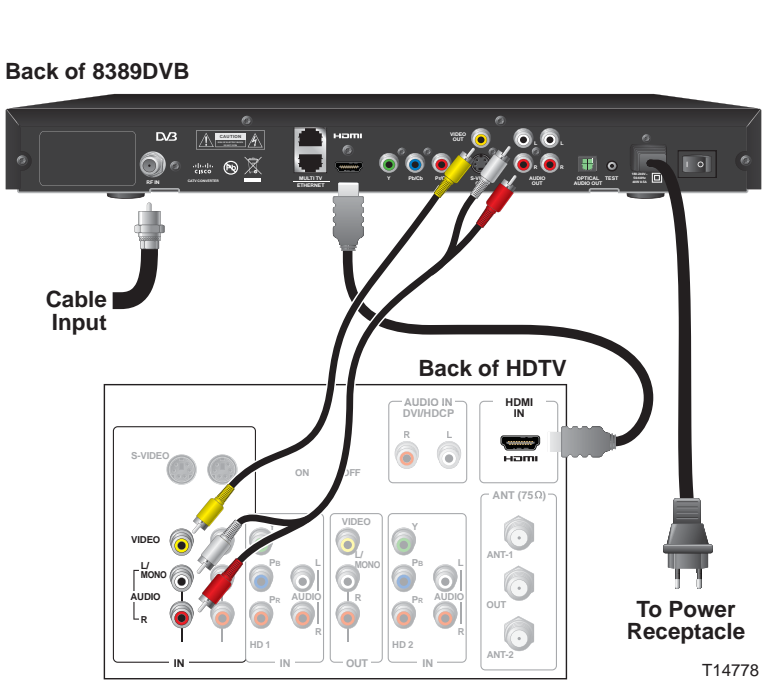
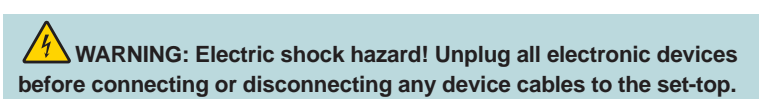
The event will start if you do not press **OK** on the remote control within 30 seconds.



### Contents

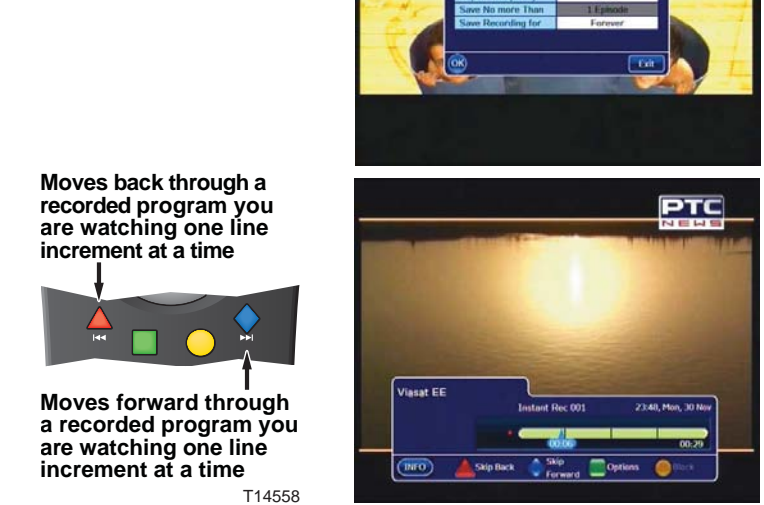
|  |    |
|--|----|
| IMPORTANT SAFETY INSTRUCTIONS.....                   | 2  |
| Welcome.....   | 4  |
| Safety First.....                                    | 4  |
| Serial Number and MAC Address.....                   | 5  |
| About the Remote Control.....                        | 6  |
| Front Panel.....                                     | 7  |
| Back Panel.....                                      | 8  |
| Connecting to a TV.....                              | 9  |
| Watch TV.....  | 10 |
| Setup Wizard.....                                    | 11 |
| Set Parental Control PIN.....                        | 12 |
| Revert to Factory Settings.....                      | 13 |
| Color-Coded Options.....                             | 14 |
| TV Categories.....                                   | 15 |
| DVR Functions.....                                   | 15 |
| Understanding the Live TV Buffer and Recordings..... | 16 |
| Controlling Live TV and Recordings.....              | 16 |
| Instant Recording.....                               | 17 |
| Recording Menu.....                                  | 18 |
| Manual Recording.....                                | 19 |
| Scheduled List.....                                  | 20 |
| Settings.....  | 21 |
| Access DVR Recordings.....                           | 22 |
| Displaying Picture-In-Picture (PIP).....             | 23 |
| On Demand.....                                       | 24 |
| Troubleshooting.....                                 | 28 |
| No Color.....  | 28 |
| No Sound.....  | 28 |

### Connecting to a TV



### Instant Recording

To perform an Instant Recording, press **RECORD** on the remote control, navigate to the selection and press **OK**.



### Displaying Picture-In-Picture (PIP)

1. Press the **PIPOFF** button to display or hide the PIP screen.
2. Press the **PIP +** or **PIP -** buttons to change the PIP screen channel.
3. Press the **PIP SWAP** button to swap the TV program in the PIP screen with the program in the Main screen.
4. While the PIP screen is active, press the **INFO** button to display the Main screen channel banner.

Note: Based on the channel you select, PIP may not be available.



### IMPORTANT SAFETY INSTRUCTIONS

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed warnings.
- 4 Follow all instructions.
- 5 Do not use this apparatus near water.
- 6 Clean only with dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third grounding prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Use only with the car, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/appliance combination to avoid injury from tip-over.
- 13 Unplug this apparatus during lightning storms or when unused for long periods of time.
- 14 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as a power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 15 No Picture.
- 16 No Color.
- 17 No Sound.

### Watch TV

When you turn on the set-top, you will see a screen with the service provider logo until the set-top has downloaded the latest programming information.

### Setup Wizard

The first time you turn on the set-top, you will see the Setup Wizard window. In the Setup Wizard you can select the language and screen settings for your set-top. Read and follow the directions on each screen of the Setup Wizard.

If you want to change any of the settings at a later time, you can access the Setup Wizard by choosing Revert to Factory Settings within the Settings option in the Main Menu. Doing so will erase all of your setup choices and display the Setup Wizard again.



### Recording Menu

The Recording Menu provides a menu of recording options for using and configuring DVR features. To access the Recording Menu, press the **HOME** button on your remote control and navigate to the Recording Menu.

**Recorded Library** — Displays a list of programs stored on your DVR.

**Scheduled List** — Displays a list of programs scheduled to record.

**Manual Recording** — Allows you to manually set recordings by channel, date, and time.

**Settings** — Allows you to set how you want your programs to be displayed in the Scheduled List and the Recorded Library.

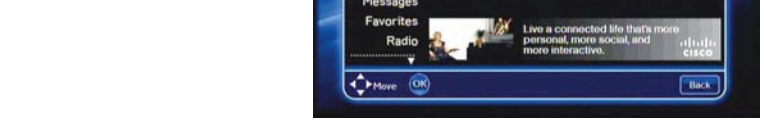
You can access the Recorded Library directly by pressing the **My DVR** button on the remote control.



You can record approximately 175 hours of standard-definition (SD) programming or approximately 75 hours of high-definition (HD) programming.

### On Demand

From the main menu, you can access On Demand services such as Games, Services (News, Weather, Horoscopes, etc.), and Video On Demand (VOD), if your Service Provider offers them.



To purchase and view a VOD program:

1. Select a category under Browse For Programs by highlighting the category and pressing the **OK** key on the remote control.
2. Select the program by highlighting it and pressing the **OK** key on the remote control.
3. Use the color-coded keys on the remote control to purchase or preview the program. To purchase the program, you will need to enter your VOD PIN.
4. Use the **Play**, **Rewind**, **Fast-Forward**, **Pause**, and **Stop** keys on the remote control while viewing the program.

Note: You will be able to view the program for the duration of the rental period. After viewing the program, you can review active VOD programs in your rental library by accessing the **My Rentals** section of the VOD application.

### Handling Disposable Batteries

This product may contain disposable batteries. Heed the following warning and follow the Battery Safety and Battery Disposal instructions below.

**WARNING:** There is danger of explosion if the battery is incorrectly handled. Replace only with the same type of battery. Do not attempt to recharge, disassemble, or modify the battery. Dispose of the battery in accordance with local regulations and instructions from your service provider.

**Battery Safety**

- Insert batteries correctly. There may be a risk of explosion if the batteries are incorrectly inserted.
- Do not attempt to recharge disposable or non-rechargeable batteries.
- Please follow instructions provided for charging rechargeable batteries.
- Do not expose batteries to excessive heat (such as sunlight or fire).
- Do not expose batteries to temperatures above 100°C (212°F).

**Battery Disposal**

- The batteries may contain substances that could be harmful to the environment.
- Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.
- Do not throw away batteries in the trash.
- Do not use a fire to dispose of batteries.
- For more information about perchlorate and best management practices for perchlorate-containing substance, see [www.dhs.gov/xlibrary/assets/perchlorate.pdf](http://www.dhs.gov/xlibrary/assets/perchlorate.pdf).

**Service Warnings**

- **WARNING:** Avoid electric shock and fire hazard! Do not open the cover of this product. Opening or removing the cover may expose you to dangerous voltages. If you open the cover, your warranty will be void. This product contains no user-serviceable parts.

**Check Product Safety**

Upon completion of any service or repairs to this product, the service technician must perform safety checks to determine that this product is in proper operating condition.

**Protect the Product When Moving It**

Always disconnect the power source when moving the apparatus or connecting or disconnecting cables.

- Do not place this apparatus on a bed, sofa, rug, or similar surface.
- Do not place this apparatus on an unstable surface.

### Set Parental Control PIN

To set the Parental Control PIN, press the **Menu** key on the remote control, then scroll down to **Settings** and press the **OK** key. Then scroll down to **Parental Control PIN** and press the **OK** key.

The first time you select this option, you must enter the Default PIN number (4321). The next time you access this option, you can enter a new PIN number that is more meaningful to you. Remember the PIN you choose because you will use it to block and unblock TV programs or channels for viewing. Press the number keys on the remote control to enter your PIN number, and then press the **OK** key on the remote control.

### Revert to Factory Settings

All of your setup choices will be erased if you choose the Revert to Factory Settings option.

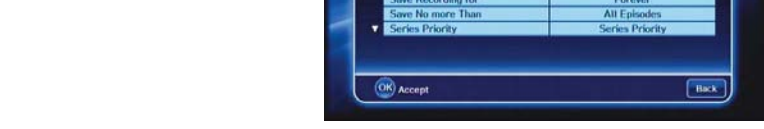


### Manual Recording

1. Access the **Recording Menu** screen from the Main Menu.
2. Select **Manual Recording** from the Recording Menu screen.
3. Use the arrow keys to find a channel you want to record to and set the time to record it.
4. Press **OK** to save and exit when you have made all your selections.

### Recording Settings

The Recording Settings window enables you to set how to sort your programs in the Recording List and Scheduled List. You can sort the programs by channel, date, and time.



You can record approximately 175 hours of standard-definition (SD) programming or approximately 75 hours of high-definition (HD) programming.

### Ordering VOD Services

You can order Video On Demand services from the VOD application. To load the VOD application:

1. Navigate to, and highlight, the VOD icon.
2. Press the **OK** key on the remote control to load the VOD application.

Note: You may see a "Please Wait" message while the application is loading.

After the application loads, you can browse programs to preview or purchase, review selections you have already purchased, and search for programs to view. You can also modify various VOD settings such as applying parental control levels to VOD programs.

To purchase and view a VOD program:

1. Select a category under Browse For Programs by highlighting the category and pressing the **OK** key on the remote control.
2. Select the program by highlighting it and pressing the **OK** key on the remote control.
3. Use the color-coded keys on the remote control to purchase or preview the program. To purchase the program, you will need to enter your VOD PIN.
4. Use the **Play**, **Rewind**, **Fast-Forward**, **Pause**, and **Stop** keys on the remote control while viewing the program.

Note: You will be able to view the program for the duration of the rental period. After viewing the program, you can review active VOD programs in your rental library by accessing the **My Rentals** section of the VOD application.

### About the Remote Control

Enjoy crystal clear pictures and CD quality sound with your Cisco® 8389DVB Digital Video Recorder. Best of all, you can watch what you want to watch when you want to watch it at the press of a button. It's all described in this user guide. Go through it right away to learn about each feature and to help you enjoy your experience to the fullest.

### Safety First

Before using the set-top, read the Important Safety Instructions section of this guide.

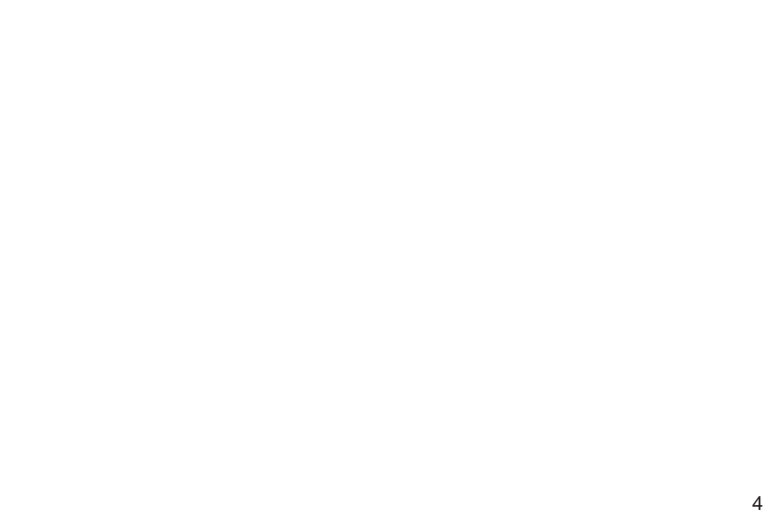
### Serial Number and MAC Address

Your service provider may ask for the serial number or the MAC address of the set-top if your system requires troubleshooting in the future.

Look for the serial number and the MAC address on the bottom of the set-top.

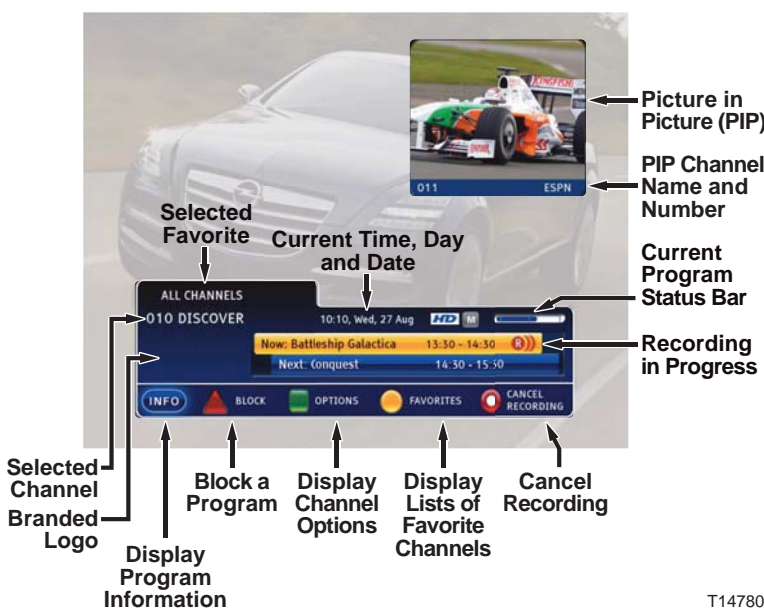
Write the serial number here: \_\_\_\_\_

Write the MAC address here: \_\_\_\_\_



### Navigator Bar

The Navigator Bar displays information about current and future programs. To access the Navigator Bar, press the **INFO** key on the remote control.



### Color-Coded Options

The selection options at the bottom of the Navigator Bar (and on several other screens) are color-coded to match these four keys on your remote control. To access your selection, press the color-coded key on the remote control.

Note: When the Navigation Bar is not displayed, you can use the Red color-coded key to zoom (1x, 2x, 4x) the video on your TV.



### Electronic Program Guide

The Electronic Program Guide (EPG) displays channel program schedules for the current and future days.

Use the arrow keys and the **OK** key on the remote control to scroll through the guide and select the program you want to view.

Use the color-coded keys on the remote control to switch to a different Favorites list, see program schedules for the previous or next day, or set or remove reminder timers.

### Record From the Program Guide

1. Press the **GUIDE** button.
2. Press the arrow buttons to select a program, and then press the **RECORD** button.
3. Choose your recording options and then press **OK**.
4. Review the recording you just set in the Scheduled List, press the **HOME** key to go to the Recording Menu, and then navigate to the Scheduled List.

### Troubleshooting

If the set-top does not perform as expected, the following tips may help. If you need further assistance, contact your service provider.

#### No Picture

- Plug the TV and set-top into an electrical outlet that is not controlled by a wall switch.
- Verify that all cables are properly connected.
- Verify that the Power to the TV is turned on.
- Verify that the TV is set to the proper input channel.

#### No Color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.
- Verify that all audio and coaxial cables are properly connected.

#### No Sound

- Verify that the TV and set-top are properly connected to an electrical outlet.
- Verify that all cables are properly connected.
- Verify that the TV is set to the proper input channel.
- Verify that the volume is turned on.

### Front Panel

- 1 Set-top mode control
- 2 TV mode control
- 3 Power On and Off
- 4 Access DVR recordings
- 5 Watch live TV
- 6 Pause recording
- 7 Fast-forward recording
- 8 Set a recording
- 9 Access the Main Menu
- 10 Obtain program information
- 11 Go to last channel or previous menu item
- 12 Page through the program guide
- 13 Scroll through menu items
- 14 Access color-coded screen options
- 15 Access ON DEMAND features
- 16 Scroll through channels
- 17 Select Favorite channels
- 18 Access specific channels
- 19 Access Picture-in-Picture (PIP) features
- 20 Mute volume
- 21 Adjust volume
- 22 Page through the program guide
- 23 Exit the guide and menus
- 24 Access the guide
- 25 Rewind recording
- 26 Play recording
- 27 Stop recording playback
- 28 Instant Replay (go back 7 seconds)

### Main Menu

The Main Menu provides a menu of your favorite interactive services and popular channels. To access the Main Menu, press the **HOME** button on your remote control.

**Guide:** Displays the Program Guide, with all available channels and scheduled programs.

**TV:** Programs are sorted by categories, as determined by your service provider.

**Recording:** Access recordings stored on the hard drive, view and modify future recordings and set manual recordings.

**On Demand:** Displays Games, Services, PPV, and Video On Demand (if offered by your service provider).

**Messages:** View messages and check what important announcements your service provider has for you.

**Favorites:** View and navigate through your lists of Favorites, making your experience more efficient and faster. This option also allows you to create your own lists.

**Radio:** Displays a list of audio channels.

**Settings:** Change various settings, such as languages, parental control options, and navigator type. Also allows you to revert to the factory settings for your set-top.

After you select an option, you can press **Back** to return to the Main Menu. Press **Exit** to leave the Main Menu.



### View Blocked Channels

You will see the Channel Blocked window when you tune to a program that is blocked by Parental Control Rating. To unblock the program, press the **Red** key on the remote control, and then enter your four-digit Parental Control PIN in the PIN Entry window.

### Set Blocking Options

From the Navigator Bar, press the **Red** key to show the option to block.

The following options are available:

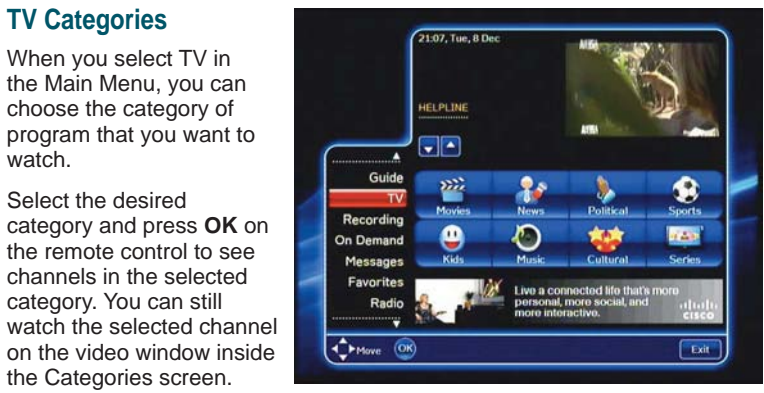
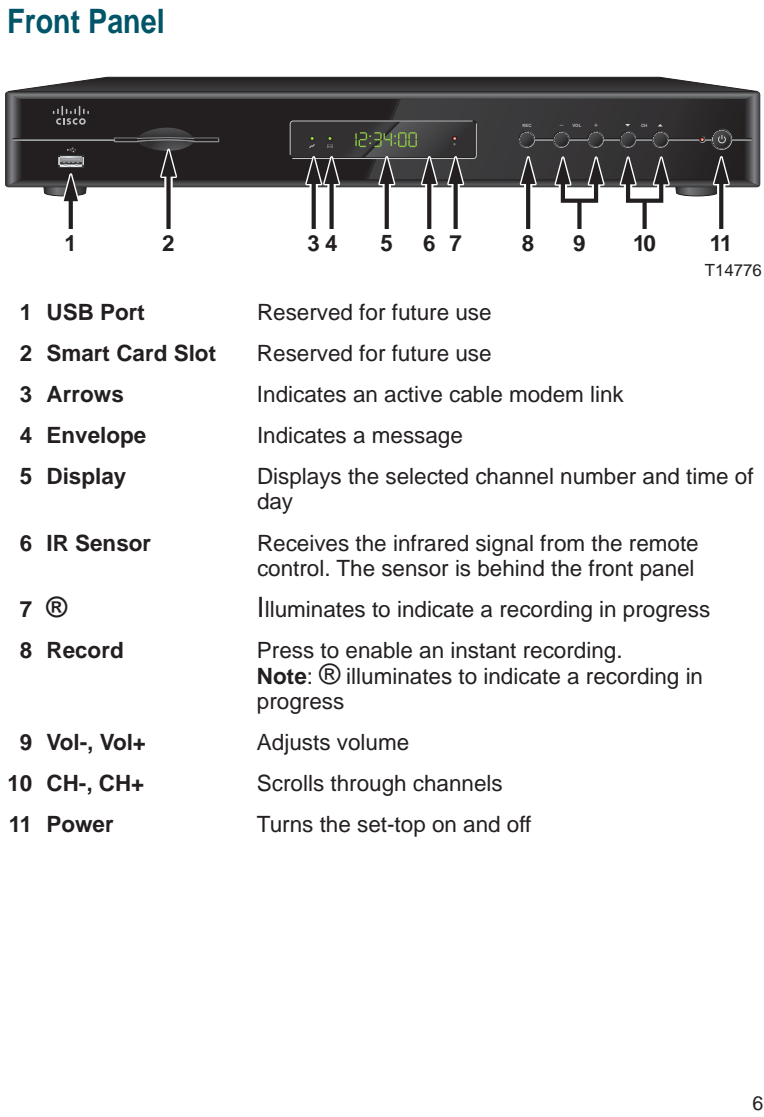
- Press the **Red** key to block the selected channel.
- Press the **Green** key to block one or a list of channels.
- Press the **Yellow** key to block one or a list of categories.
- Press the **Blue** key to block a time slot.

When tuned to a blocked channel, press the **Red** key and enter your PIN to unblock the program.



### Open Source GNU GPL Statement

Cisco 8389DVB set-top contains, in part, certain free/open source software ("Free Software") under licenses which generally make the source code available for free copy, modification, and redistribution. Examples of such licenses include all the licenses sponsored by the Free Software Foundation (e.g. GNU General Public License (GPL), GNU Lesser General Public License (LGPL), Berkeley Software Distribution (BSD), the MIT licenses and different versions of the Mozilla and Apache licenses). To find additional information regarding the Free Software, including a copy of the applicable license and related information, please go to: (i) for North America [http://www.cisco.com/web/consumer/support/open\\_source.html](http://www.cisco.com/web/consumer/support/open_source.html), or (ii) for outside North America [http://www.cisco.com/web/consumer/support/open\\_source.html#international](http://www.cisco.com/web/consumer/support/open_source.html#international). Once at the site, search for the product listing and click on the related items identified. If you have any questions or problems accessing any of the links, please contact [spvrg-external-open-source-requests@cisco.com](mailto:spvrg-external-open-source-requests@cisco.com).



### Program Information

To access program information, press the **INFO** key on the remote to bring up the navigation banner. Press the **INFO** key again.

The Info window displays detailed information about the program. Press the **EXIT**